



King County

Health Reform Initiative

Table Top Scenario #1

Aetna – Peggy has gallbladder disease

Background

People often assume there is a market cost for medical procedures that most facilities adhere to. However, costs for the same procedure can vary hundreds to thousands of dollars among facilities. This has a big impact on how much members spend for their co-insurance and how much the county pays for the procedure.

Scenario

Peggy, a 40 year old woman has had pain in her stomach for the past two nights. Last night the pain kept her awake. She called the nurseline to see if she should go to the emergency room and after asking her several questions, the nurse gave her some recommendations for how to manage her pain overnight, and recommended that Peggy call her doctor first thing in the morning. After examining Peggy the next morning, her doctor sends her for an ultrasound, which confirms that Peggy does in fact have a diseased gallbladder. Peggy's doctor recommends that she have a **Laparoscopic Cholecystectomy**, or surgery that removes the gallbladder through a scope. The surgery can be performed as an outpatient procedure.

Given that she will pay co-insurance, Peggy wants to know the average cost ranges of having a **Laparoscopic Cholecystectomy**. Peggy lives within the 98144 zipcode, and would like to see the range of costs by facility for all medical centers within 15 miles of her zipcode. Peggy also wants to learn more about gallbladder disease, such as the causes, symptoms, treatments and surgery options available to help her talk with her doctor.

Challenge

1. How can Peggy compare the average cost for her procedure within 15 miles of her 98144 zipcode?
2. How can she use the Aetna SmartSource tool to learn more about gallbladder disease?

Tools

Go to Aetna Navigator (www.aetnavigators.com).

Username: **USABILITY02B**

Password: **aetna2aetna**

Q a2. Click on **“Take Action On Your Health”** and then **“Cost of Care.”** Click on the **“Get estimated average costs for surgical and scope procedures”**

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Home	Benefits	Claims & Balances	Requests & Changes	Take Action On Your Health	
Find Health Care Health History Cost of Care Saving Health Health Guide					

Your Secure Website

WCMC Human Resources
Weill Cornell Human Resources

Related Shortcuts

- Discount Programs
- Aetna IntelliHealth®
- Plan Selection & Cost Estimator
- 24-Hour Nurse Line Information provided by Healthwise® Knowledgebase
- Plan for Your Health

TWO USABILITY

Cost of Care

Know your costs before you go

Use these helpful tools to search for cost and other health related information.

Specific Providers

Use [DocFind](#) to look up actual rates for doctors, specialists, facilities and hospitals for common services and treatments.

Medical Procedures

For common procedures like colonoscopy, sinus surgery and more.
[Compare actual cost ranges by facility](#) (available in [these areas](#))
[Get estimated average costs for surgical and scope procedures](#)

Other Services

[Diagnostic Tests & Vaccines](#) - Average estimated costs for x-rays, MRIs, ultrasounds, flu shots and more.
[Diseases & Conditions](#) - Annual average estimated treatment costs for diseases or conditions like asthma, diabetes or pregnancy.
[Office Visits](#) - Average estimated costs for visits with doctors, specialists, physical therapists or at the emergency room.
[Prescription Drugs](#) - Compare costs of generic vs. brand name drugs for prescriptions filled at participating retail pharmacies, Aetna RX home delivery or Aetna Specialty Pharmacy program.

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Peggy enters the following search criteria:

- Procedure: **Laparoscopic Cholecystectomy Outpatient**
- State: **Washington**
- Zipcode: **98144**
- Sort Results by: **Facility cost**
- Plan: **Open Choice PPO (under Aetna Standard plans)**
- Distance: **15 miles**

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Related Shortcuts

- Find Health Care in DocFind®
- Compare Hospital Outcomes
- Cost of Care
- Frequently Asked Questions
- Glossary

Medical Procedure by Facility Cost Search

Compare costs for common medical procedures and treatments.

Procedure: * Laparoscopic Cholecystectomy Outpatient

State: * Washington

Plan Name: * Open Choice® PPO

The Medical Procedure by Facility Cost tool is currently not available in this area, please select another location

Zip Code: * 98144

Distance: * 15

Sort Results By: * Facility cost

Results per Page: 50

* indicates a required field

Estimated ranges represent uncomplicated surgery performed on an outpatient basis

Start Search

Information about this tool:

- It's a guide that helps you estimate your costs for certain medical procedures and treatments.
- Allows you to compare costs by facilities within a specified area.
- Actual cost ranges depend upon the plan selected.
- Cost ranges (average-low to average-high) are based upon claim data for the past two (2) years and are subject to change.
- Please discuss costs and all information on this site with your doctor.

IMPORTANT INFORMATION:

This tool is meant to be a guide to help you estimate costs for health care services. We use a sampling of procedures performed by a given facility. However, the costs are plan specific of the facility cost information that is currently available in our database. Therefore, cost ranges may vary. While we make every attempt to validate the accuracy of the cost information, accuracy of any particular cost amount.

Not all procedures estimated by the tool are covered expenses under your health plan. Covered procedures may be subject to cost-sharing responsibilities as outlined by your plan. To determine what benefits are covered and to what extent, Payments to facilities are subject to additional rules, including our clinical and payment policies. If a facility has a capitated these rates do not apply to services covered under the capitated arrangement.

We encourage you to discuss the information found on this site with your doctor.

THIS INFORMATION IS SOLELY FOR USE BY AETNA MEMBERS TO ALLOW THEM TO EVALUATE AND ESTIMATE THE COSTS FOR SERVICES BY A FACILITY. ANY OTHER USE OF STRICTLY PROHIBITED. AETNA DOES NOT GUARANTEE THE ACCURACY OF ANY PARTICULAR COST AMOUNT.

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Q2. How can Peggy use the Aetna SmartSource tool (within Aetna Navigator) to educate herself on the causes, symptoms, and possible surgery options for gallbladder disease?

Tools

- Click on the **“Back to home page”** button on the left-hand side of screen. Then, search **“Gallbladder Disease”** within Aetna SmartSource.

- b. Under the “All” tab, click on the **Cholodocholithiasis** Health Map bubble to review surgery options. Peggy can also review other pertinent health information on Gallbladder disease under the “All” tab.

The screenshot shows the Aetna SmartSource website interface. At the top, there's a search bar with 'Gallbladder Disease' entered. Below the search bar, there are tabs for 'All', 'Health Info', 'Doctors', 'Medications', 'Costs', and 'Programs & Discounts'. The 'All' tab is selected and highlighted with a red circle. On the left, there's a 'Narrow Your Search' section with a dropdown menu set to 'Gallbladder Disease Overview'. Below this is a 'Health Map' showing various bubbles related to gallbladder disease. The 'Cholodocholithiasis' bubble is highlighted with a red circle and a red arrow. To the right of the map, there's a list of results under the 'Health Info' section, including 'Gallstones : Surgery', 'Gallbladder Scan', and 'Gastroenterology'. Below this, there's a list of doctors under the 'Doctors' section, including 'Huded, Prakash V., MD' and 'Opalacz, Stanislaus, MD'. At the bottom, there's a list of medications under the 'Medications' section, including 'Ursodiol'. On the far right, there are several promotional banners for Aetna services, including 'Save on health services', '10 fitness questions', and 'Myth buster: fitness'.

Outcome

Identify which of the county’s Health Reform Initiative goals is accomplished by how you solved the above scenario:

1. Manage risk upstream – prevention of chronic disease by encouraging employees to eat smart, move more, stress less and quit tobacco.
2. Choose well -- help employees be smarter health care consumers. Educate them about how their choices impact health care costs and outcomes.
3. Empower employees to be partners in managing their own health care – give employees the tools they need to pro-actively manage their own health and ensure they are getting the best treatment possible.
4. Get employees to understand what they pay is not the cost of health care, but only their share.



King County

Health Reform Initiative

Table Top Scenario #2

Aetna – Amy has a high risk pregnancy

Background

A 1999 report by the Institute of Medicine found that up to 98,000 Americans die every year from preventable medical errors made in hospitals alone. In fact, there are more deaths in hospitals each year from preventable medical mistakes than there are from vehicle accidents, breast cancer, or AIDS. Patients have few options for controlling medical errors that occur when they are admitted to the hospital, but there is information available on the quality and safety of care provided at local area hospitals for specific procedures.

Scenario

Amy is a 38 year old woman who has just learned that she is pregnant. She knows that because she is over the age of 35 hers will be considered a high risk pregnancy. Amy lives in the downtown Seattle area and has a choice of hospitals where she will deliver her baby. She wants to make the best possible choice of hospital based on the performance of each hospital in managing high risk pregnancies.

Challenge

1. How can Amy use the Aetna hospital comparison tool to check the safety of care provided at the hospitals where she could deliver her baby within 10 miles of her 98112 zip code?

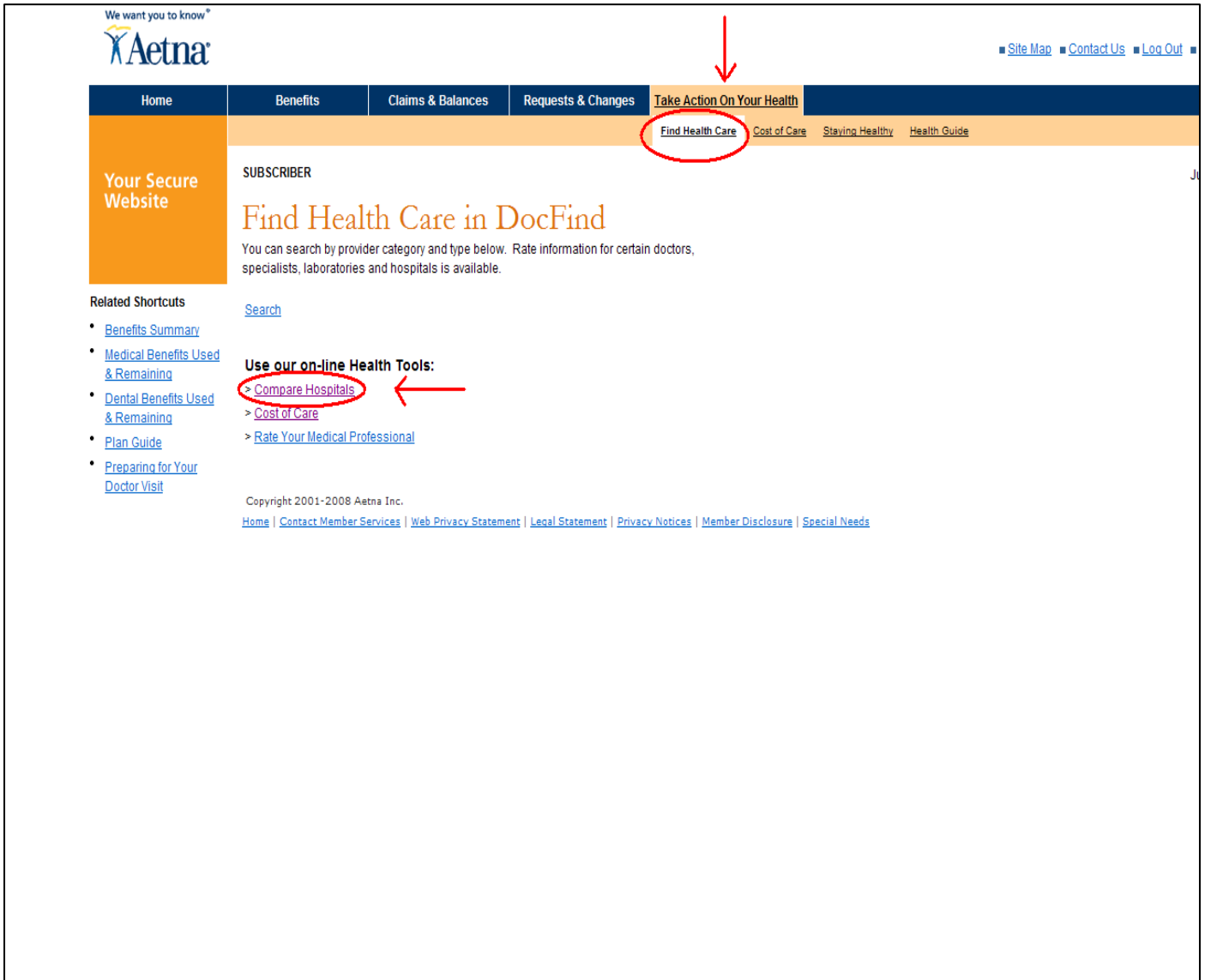
Tools

Go to Aetna Navigator (www.aetnavigators.com)

Username: **phrfindguest1**

Password: **phrfindguest1**

a. To find the hospital comparison tool, Amy goes to the **“Take Action on your Health”** tab, selects **“Find Health Care”** and then clicks on **“Compare Hospitals.”** This tool shows side by side comparisons of local hospitals to aid patients in finding the best facility for their needs.



Amy clicks through the warnings that she is leaving a secure Aetna site.

b. To get information about safety at hospitals where she is considering delivering her baby, Amy enters the following search criteria:

Category: **Mothers and Babies**

Procedure/Diagnosis: **Pregnancy Complications**

Location: **98112**

Within: **10 miles**

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1 CHOOSE REPORT 2 CHOOSE HOSPITALS 3 RANK CRITERIA 4 VIEW REPORT

Find a hospital for a procedure or condition...

MALE FEMALE

FRONT BACK

Or select a Category and a Procedure/Diagnosis from the menu below:

Category: Mothers and Babies

Procedure/Diagnosis: Pregnancy Complications

Location (city, state or zip): 98112

Within: 10 miles

Continue

Explanation: Problems during pregnancy are called 'antepartum' complications. A woman may develop high blood pressure (called preeclampsia when it is caused by pregnancy), infection, or diabetes (called gestational diabetes) while she is pregnant. Good prenatal care can help prevent harm to the mother or baby from these complications.

Related Links: [Preeclampsia and High Blood Pressure During Pregnancy](#), [Placenta Abruptio](#), [Medical complications of prematurity](#), [Premature Labor](#), [Gestational Diabetes](#)

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c. Amy has the option of comparing her results by checking the box of different locations, and clicking on “**Compare selected.**” After she creates the report, she can get more information on how each hospital rates on certain criteria by clicking on the tabs.

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1 CHOOSE REPORT 2 CHOOSE HOSPITALS 3 RANK CRITERIA 4 VIEW REPORT

Shown below are hospitals within 10 miles of Seattle, WA for Pregnancy Complications.

This list is based upon data from All Patients.

1 - 13 | [New Search](#) [Compare Selected](#)

Name	City, State	Distance	Number of Patients	Hospital Network	Compare
Swedish Medical Center	Seattle, WA	1 mi	645	Participating	<input checked="" type="checkbox"/>
University Of Washington Medical Center	Seattle, WA	2 mi	333	Participating	<input checked="" type="checkbox"/>
Evergreen Hospital Medical Center	Kirkland, WA	7 mi	95	Participating	<input checked="" type="checkbox"/>
Overlake Hospital Medical Center	Bellevue, WA	4 mi	75	Participating	<input checked="" type="checkbox"/>
Northwest Hospital	Seattle, WA	8 mi	28	Participating	<input checked="" type="checkbox"/>
Harborview Medical Center	Seattle, WA	2 mi	22	Participating	<input type="checkbox"/>
Providence Seattle Medical Center	Seattle, WA	4 mi	10	Participating	<input type="checkbox"/>
Virginia Mason Medical Center	Seattle, WA	3 mi	fewer than 10	Participating	N/A*
Children's Hospital & Regional Medical Center	Seattle, WA	2 mi	fewer than 10	Participating	N/A*
Kindred Hospital - Seattle	Seattle, WA	6 mi	fewer than 10	Participating	N/A*
Group Health Eastside Hospital	Redmond, WA	9 mi	fewer than 10	Participating	N/A*
Seattle Cancer Care Alliance	Seattle, WA	2 mi	fewer than 10	Participating	N/A*
Group Health Central Hospital	Redmond, WA	9 mi	39	Non-Participating	<input type="checkbox"/>

1 - 13 | [New Search](#) [Compare Selected](#)

* number of patients at this hospital for this procedure is too low to be included.

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Outcome

Identify which of the county's Health Reform Initiative goals is accomplished by how you solved the scenario:

5. Manage risk upstream – prevention of chronic disease by encouraging employees to eat smart, move more, stress less and quit tobacco.
6. Choose well -- help employees be smarter health care consumers. Educate them about how their choices impact health care costs and outcomes.
7. Empower employees to be partners in managing their own health care – give employees the tools they need to pro-actively manage their own health and ensure they are getting the best treatment possible.
8. Get employees to understand what they pay is not the cost of health care, but only their share.



King County

Health Reform Initiative

Table Top Scenario #3

Aetna – Ben has diabetes

Background

The Institute of Medicine's 2001 landmark book, *Crossing the Quality Chasm*, delineated 10 "design rules" for improving care. The success of six of these 10 "rules" depends directly on patients' involvement in their care. Recognizing the importance of having relevant information available to patients for management of their medical conditions, David Brailer, national coordinator for health information technology in the Department of Health and Human Services, has made personal health records a cornerstone in the national strategy for health information technology.

KingCare members now have access to their own Personal Health Record, or PHR, through Aetna Navigator. Personal Health Records offer a number of potential benefits to patients, their physicians and the health care system. These include:

- **Empowerment of patients.** PHRs let patients verify the information in their medical record and monitor health data about themselves (very useful in chronic disease management). PHRs also provide scheduling reminders for health maintenance services.
- **Improved patient-provider relationships.** PHRs improve communication between patients and clinicians, allow documentation of interactions with patients and convey timely explanations of test results.
- **Increased patient safety.** PHRs provide drug alerts, help identify missed procedures and services, and get important test results to patients rapidly. PHRs also give patients timely access to updated care plans.
- **Improved quality of care.** PHRs enable continuous, comprehensive care with better coordination between patients, physicians and other providers.
- **More efficient delivery of care.** PHRs help avoid duplicative testing and unnecessary services. They provide more efficient communication between patients and physicians (e.g., avoiding congested office phones).

- **Better safeguards on health information privacy.** By giving patients control of access to their records, PHRs offer more selectivity in sharing of personal health information. The PCASSO (patient-centered access to secure systems online) study at the University of California-San Diego suggests that PHRs are more secure than paper records.

- **Bigger cost savings.** Improved documentation brought about by PHRs can decrease malpractice costs. PHRs' ability to reduce duplicative tests and services is a factor here, too.

Scenario

Ben is a 46 year old man recently diagnosed with Diabetes. His PHR provides drug alerts, helps identify missed procedures and services, and get important test results to him rapidly. In fact, Ben's personal health record recently notified him by email that he has a new alert. Ben would like to read this alert in case it regards his Diabetes treatment.

Challenge

1. After receiving the email alert notification, how does Ben go into his PHR to read his secure alerts?
2. After reading the PHR alert, how can Ben also use Aetna Navigator to remind him of age and medical appropriate screenings?

Tools

Go to Aetna Navigator (www.aetnanavigator.com).

Username: **phrffamguest1**

Password: **phrffamguest1**

Then click on **"Personal Health Record"**.

The screenshot shows the Aetna Navigator website interface. At the top, there's a navigation bar with links like 'Home', 'Benefits', 'Claims & Balances', 'Requests & Changes', and 'Take Action On Your Health'. Below this, a 'Welcome to Your Secure Website' banner is visible. On the left, there's a 'Related Shortcuts' section with links to 'Aetna IntelliHealth', 'Claim Explanation of Benefits', 'Do You Have Other Insurance?', 'Find Health Care in DocFind', 'ID Card', and 'Plan for Your Health'. The main content area is titled 'SUBSCRIBER' and shows the date 'June 6, 2008'. A section titled 'Messages Just for You' contains three messages: 'You have Health Alerts in your Personal Health Record' (highlighted with a red circle), 'Plan Guide - Learn more about your health benefits.', and 'New! Health Information Guide - We've made it easier to find information and answers to your healthcare questions.'. Below this, there are sections for 'Health Management', 'Cost of Care', 'Recent Claims', 'Balances', and 'Benefits'. The 'Recent Claims' table lists three claims for the subscriber and two dependents. The 'Balances' section shows the flexible spending account balance. The 'Benefits' section lists who's covered and their birth dates.

Service Date	Name	Birth Date	Serviced By
01/01/2008	SUBSCRIBER	10/04/1962	SOO LEE
01/01/2008	DEPENDENT1	10/04/1962	QUEST DIAGNOSTICS INCORPORATED
01/01/2008	DEPENDENT2	10/04/1962	QUEST DIAGNOSTICS INCORPORATED

Who's Covered	Birth Date
SUBSCRIBER	10/04/1962
DEPENDENT1	10/11/1995
DEPENDENT2	10/14/1996
DEPENDENT3	11/19/1970

Ben clicks on the alert to get more information about why he needs the pneumococcal vaccine.

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Member Home

View Personal Health Record for: SUBSCRIBER - DOB: 10/04/1962

Health Summary / Personal Information / Emergency Contact / Insurance / Health Team / Immunizations / Family History
Medications / Allergies / Conditions & Symptoms / Tests & Procedures / Hospital Visits / **Alerts & Reminders**

Current Alerts & Reminders

Alerts & Reminders warn you about possible health risks, and suggest ways to improve your medical care. Messages specific to your needs are posted on an ongoing basis, so be sure to check your Alerts & Reminders every time you visit your Personal Health Record.

For detailed information, click on the Alert or Reminder. When you complete an action, mark it as completed.

Questions About This Page

Date	Alert or Reminder	Have You Completed This Action?
10/02/2008	Get a pneumococcal vaccine	Select an Answer Select a Reason
10/01/2008	High blood pressure - check for narrowing of kidney blood vessels	Select an Answer Select a Reason
11/05/2007	Diabetes - check for protein in your urine	Select an Answer Select a Reason
07/07/2007	Statins may help prevent health problems	Select an Answer Select a Reason

Save

CareEngine®

About the Personal Health Record

The Aetna Personal Health Record (PHR) is a confidential and secure, Internet-based service that allows Aetna members and others to obtain access to and organize their own health information. The PHR may contain information about your health that Aetna and/or another insurer collects and maintains in connection with providing your health benefits. The PHR does not contain all of the information about your health in your insurer's system. It is important that you and your health care providers understand this limitation of the PHR and not use the PHR as the sole source of information about your health conditions or medical treatment.

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2. After reading the PHR alert, Ben decides he wants to know more about age and gender appropriate health screenings.

Ben returns to his Aetna Navigator homepage by clicking on the “Member Home” link on the top left corner of the screen, and then click on the “Take Action on your Health” tab to view what other screenings are recommended.

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Home | Benefits | Claims & Balances | Requests & Changes | **Take Action On Your Health**

Find Health Care | Cost of Care | **Staying Healthy** | Health Guide

SUBSCRIBER June 11, 2008

Messages Just For You

- You have Health Alerts in your [Personal Health Record](#).
- [Plan Guide](#) - Learn more about your health benefits.
- [New! Health Information Guide](#) - We've made it easier to find information and answers to your healthcare questions.

Related Shortcuts

- [Aetna IntelliHealth®](#)
- [Claim Explanation of Benefits](#)
- [Do You Have Other Insurance?](#)
- [Find Health Care in DocFind®](#)
- [ID Card](#)
- [Plan for Your Health](#)

Health Management
Use these personalized tools to manage your health.

- View your [Personal Health Record](#)
- Assess Your Health with [Simple Steps To A Healthier Life®](#)

Cost of Care
Know your cost before you go.

- Know your actual or estimated medical costs before your next visit with [Cost of Care](#)

Recent Claims

Service Date	Name	Birth Date	Served By	Search all claims:
01/01/2008	SUBSCRIBER	10/04/1962	SOO LEE	Details
01/01/2008	DEPENDENT1	10/04/1962	QUEST DIAGNOSTICS INCORPORATED	Details
01/01/2008	DEPENDENT2	10/04/1962	QUEST DIAGNOSTICS INCORPORATED	Details

Balances

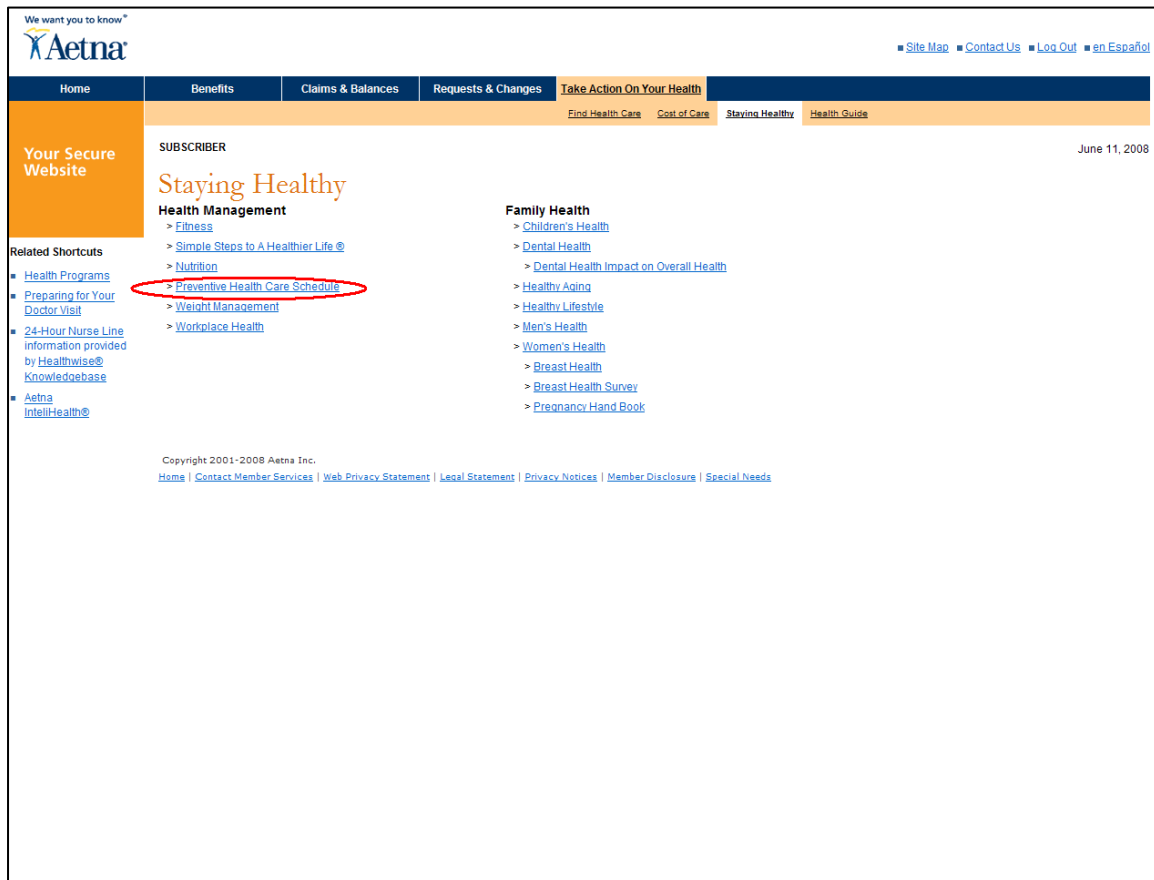
Flexible Spending Account	Details
- Health Care	\$1,470.95
Amount Remaining - 2008 Plan	

Benefits

Who's Covered	Birth Date
SUBSCRIBER	10/04/1962
DEPENDENT1	10/11/1995
DEPENDENT2	10/14/1996
DEPENDENT3	11/19/1970

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b. Ben clicks on the “**Staying Healthy**” link, and select the **Preventative Health Schedule** for his age range and gender.



Outcome

Identify which of the county's Health Reform Initiative goals is accomplished by how you solved the scenario:

1. Manage risk upstream – prevention of chronic disease by encouraging employees to eat smart, move more, stress less and quit tobacco.
2. Choose well -- help employees be smarter health care consumers. Educate them about how their choices impact health care costs and outcomes.
3. Empower employees to be partners in managing their own health care – give employees the tools they need to pro-actively manage their own health and ensure they are getting the best treatment possible.
4. Get employees to understand what they pay is not the cost of health care, but only their share.



King County

Health Reform Initiative

Table Top Scenario #4

Puget Sound Health Alliance – Bill has low back pain

Background

Ineffective care is driving up the cost of health care. A RAND study estimates that in the Puget Sound area, 41 cents of every health care dollar goes toward health care that doesn't improve your health. Following evidence-based guidelines for care – that is, care that medical evidence shows actually works so you get the right care at the right time -- can significantly improve your health and, over time, drastically reduce the cost of health care. Earlier this year, the Puget Sound Health Alliance, which was founded by King County Executive Ron Sims, issued its first Community Checkup Report which shows the percentage of time patients receive care that follows evidence-based guidelines. King County was a major funder of this groundbreaking effort, which has received national recognition. It paves the way for future reports that will include more data from more clinics and hospitals and will drill down even further.

This information is available to the public via the web.

Scenario

Bill is a bus driver who has been recently diagnosed with low back pain. He has talked to fellow bus drivers about his back pain and knows many of them have had MRIs. Bill goes to see his doctor at Group Health Capitol Hill Medical Center. After taking his medical history and performing an exam, Bill's doctor says an MRI is not necessary and recommends physical therapy. Bill wants more information on the recommended treatment for someone with low back pain and which clinics in the area have patients whose care follows those guidelines most of the time.

Challenge

1. Bill is curious why his buddies got MRI's and his doctor said he needs physical therapy. How can Bill use the Puget Sound Health Alliance Community Checkup Report to make sure he is getting the right treatment?
2. How can Bill find information on the percentage of time his clinic, Group Health Capitol Hill Medical Center, follows the evidence-based guidelines for low back pain?

Tools

The Puget Sound Health Alliance offers the Community Checkup Report on the web. There, information can be found describing the evidence-based guidelines for certain conditions and shows the percentage of time patients at area clinics receive care that fits within the guidelines. By mid-summer, the report will be available in an easier-to-use searchable format too.

1. Go to: www.wacommunitycheckup.org
2. Click on Low Back Pain on the left hand menu.
3. To find out if his doctor's recommendation of physical therapy for low back pain was evidence based, Bill scrolls through the narrative on evidence based guidelines to evaluate care options.
4. To find out how his clinic, Group Health Capitol Hill Medical Center, rates as far as following evidence based guidelines for the treatment of low back pain, Bill scrolls to the clinic ratings to find Group Health. **Tip:** You can make the screen landscape instead of portrait by right clicking the mouse and choose rotate clockwise.

Outcome

Identify which of the County's Health Reform Initiative goals is accomplished by how you solved the scenario:

1. Manage risk upstream – prevention of chronic disease by encouraging employees to eat smart, move more, stress less and quit tobacco.
2. Choose well -- help employees be smarter health care consumers. Educate them about how their choices impact health care costs and outcomes.
3. Empower employees to be partners in managing their own health care – give employees the tools they need to pro-actively manage their own health and ensure they are getting the best treatment possible.
4. Get employees to understand what they pay is not the cost of health care, but only their share.



King County

Health Reform Initiative

Table Top Scenario #7

ESI – Filling a prescription

Background

In 2007, King County paid more than \$19 million for prescription coverage of KingCareSM members. The county could save up to \$4 million if members chose to fill all their prescriptions with generic drugs instead of brand name drugs where clinically appropriate. The county could save an additional \$64,000 if members chose to get their maintenance medications through Express Scripts Home Delivery instead of at a retail pharmacy. KingCareSM members could realize close to \$400,000 in copay savings by filling maintenance medications through mail order.

Scenario

Susan is a 55 year old woman who takes advantage of the yearly preventive visit to her doctor covered by her King County benefits. At her last annual visit, her cholesterol was high. She tried to get her cholesterol to come down through diet and exercise alone, but in a follow-up visit to her doctor, her cholesterol was still above 200. Given her family history of high cholesterol and coronary artery disease, Susan's doctor recommended that she start on medication to reduce her cholesterol as a maintenance drug. After discussing all of the options, **Susan chose to start on Zocor. Her doctor is starting her on a daily 20 mg dose.**

Challenge

1. How can Susan find the lowest cost options including a) the drug and possible alternatives and b) the delivery method.

Tools

The county's pharmacy vendor, Express Scripts, offers Susan options for how to fill her prescription that can save her and the county money.

Go to: www.express-scripts.com

User Name: TESTKCW38002

Password = password

Susan enters her username and password.



The image shows the Express Scripts website homepage. On the left, there is a navigation menu with links: > About Us, > Services, > Industry Research, > Investor Information, > Press Room, and > Careers at Express Scripts. Below this is a 'REGISTERED MEMBERS' section with a 'Username' field, a 'Password' field, a 'Quick Links' dropdown, and a 'SIGN IN' button. A red arrow points to the 'Username' field. Below the login fields are links for 'Forgot your Username or Password?' and 'NOT REGISTERED YET? Activate your account'. The main banner features a woman talking on a phone while a child sits next to her, with the text 'your time matters' and a quote: 'There never seems to be enough time in the day to mark everything off your "to do" list. That's why Express Scripts makes managing your prescription plan easy. So you can spend your time doing what matters most.' A 'Learn how' link is also present. At the bottom, there are three promotional boxes: 'manage your time do it online' with pill bottles, 'stay on budget save on your Rx' with a piggy bank, and 'protect your health get in the know' with a person holding a phone. The footer includes the TRICARE logo with 'DoD/TRICARE Pharmacy Program' and three service categories: 'Clients & Advisors' (Sign in now), 'Pharmacists' (Sign in now), and 'Workers' Compensation' (Learn More).

EXPRESS SCRIPTS®

Adjust font size

members site map

> About Us
> Services
> Industry Research
> Investor Information
> Press Room
> Careers at Express Scripts

REGISTERED MEMBERS
Username
Password
Quick Links
SIGN IN

Forgot your Username or Password?
NOT REGISTERED YET?
[Activate your account](#)

your time matters
There never seems to be enough time in the day to mark everything off your "to do" list. That's why Express Scripts makes managing your prescription plan easy. So you can spend your time doing what matters most.
[Learn how](#)

manage your time
do it online

stay on budget
save on your Rx

protect your health
get in the know

TRICARE
DoD/TRICARE
Pharmacy Program

Clients & Advisors
Let Express Scripts work for you.
[Sign in now](#)

Pharmacists
Manage your customer needs.
[Sign in now](#)

Workers' Compensation
Put safety and savings at the forefront.
[Learn More](#)

Susan clicks on “Price a Drug.”

EXPRESS SCRIPTS®

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Hello, **Chris Demo14**

Welcome to Express Scripts®

The last time you visited Express-Scripts.com was on Mon., Mar 10, 2008

A Simpler Way To Manage Your Prescription Plan
We think managing your prescription plan should be easy. That's why we've redesigned our site to make it easier than ever to save on your prescriptions, manage your account or get the latest information about a medication.

Need to Renew or Refill a Prescription? Read these Important Messages First

Home Delivery
Save time and money. Make your prescriptions come to you.

- [Order Refills](#)
- [Check Order Status](#)
- [Fill a New Prescription](#)

Switch to Home Delivery and SAVE

Understanding your Benefits
Managing your prescription plan shouldn't be complicated. Learn the ins and outs of your benefit coverage.

- [Coverage & Copayments](#)
- [Price a Drug](#)
- [Find a Pharmacy](#)

It's 2008, do you know the Drugs Preferred by Your Plan?
Learn about your benefits for specialty drugs

Manage Your Account
Make the most of your prescription plan by managing your account quickly and easily online.

- [Make Payments](#)
- [View Payment History](#)
- [Patient Information](#)

Price a Drug
Compare and save.

Susan selects a patient covered by her health plan and types in the drug name “Zocor.”

Price a Drug - My Prescription Plan - Members - Express-Scripts.com - Microsoft Internet Explorer provided by Express Scripts,

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Hello, Test Kcw38002 SIGN OFF

> My Prescriptions

▼ My Prescription Plan

Price a Drug

Coverage & Copayments

Drugs Preferred by My Plan

Find a Pharmacy

For Your Doctor Visit

> Drug & Health Guide

> Account Settings

Save on My Prescriptions

Price a Drug Compare and save.

My Prescription Plan

Price a Drug

To check your price for a drug, provide the following information.

Save Money! If you can save money by using another, lower-cost drug or Home Delivery, our Price a Drug feature will display comparative prices.

Patient

Select One

Drug Name (at least three letters required)

Next >>

Help with this page

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FEEDBACK

start 3 Microsoft Office O... 4 Internet Explorer Microsoft PowerPoint ... Search Desktop 3:45 PM


Susan selects the correct dosage and name of the drug from the pull down menu.

The screenshot shows a web browser window with the title bar "Price a Drug - My Prescription Plan - Members - Express-Scripts.com - Microsoft Internet Explorer provided by Express Scripts". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The Express Scripts logo is in the top left, and navigation links for "shopping cart", "home", "faq", and "contact us" are in the top right. A user greeting "Hello, Test Kcw38002" and a "SIGN OFF" button are in the top right area. The left sidebar contains a "My Prescriptions" section with a "My Prescription Plan" dropdown menu. The "Price a Drug" option is selected and highlighted. Other options in the dropdown include "Coverage & Copayments", "Drugs Preferred by My Plan", "Find a Pharmacy", and "For Your Doctor Visit". Below this are links for "Drug & Health Guide" and "Account Settings". Two buttons are at the bottom of the sidebar: "Save on My Prescriptions" (with a dollar sign icon) and "Price a Drug Compare and save." (with a pill icon). The main content area is titled "My Prescription Plan" and contains a "Price a Drug" section. It instructs the user to "Select your drug, then click Next." Below this is a dropdown menu showing a list of ZOCOR tablets: "ZOCOR 10MG TABLET", "ZOCOR 20MG TABLET", "ZOCOR 40MG TABLET", "ZOCOR 5MG TABLET", and "ZOCOR 80MG TABLET". The "ZOCOR 10MG TABLET" option is selected. At the bottom of the dropdown are "« Back" and "Next »" buttons. The footer includes a privacy notice, links for "Sign Up for eBulletins" and "Technical Help", a copyright notice "© 2008 Express Scripts, Inc. All Rights Reserved.", and a "FEEDBACK" button. The Windows taskbar at the bottom shows the "start" button, several open applications (Microsoft Office, Internet Explorer, Microsoft PowerPoint, ESI Suggestion), a search bar, and the system clock showing "3:47 PM".

Susan indicates she will **take 1 tablet a day**. She receives a **90 day supply** and checks that yes, she is on the medication on a **regular basis**.

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Hello, Test Kcw38002 [SIGN OFF](#)

My Prescription Plan

Price a Drug

Patient: **TEST KCW38002**
Drug: **ZOCOR 20MG TABLET**

How many pills do you take?
 pill(s) per ☒ day ☐ week ☐ month









How much medication do you receive each time you fill this prescription?
☐ About a 14-day supply
☐ About a 30-day supply
☐ About a 90-day supply (maximum supply allowed by your benefit)

Do you take this medication on a regular basis (3 to 12 months per year)?
☐ Yes
☐ No

[« Back](#) [Get Price »](#)

[\[-\] FEEDBACK](#)

Done

start        Search Desktop  Trusted sites 3:49 PM

The results help Susan make the best choice for herself.

Price a Drug

Patient: JAMES

Your price for a 30-day supply of CRESTOR 10 MG TABLET is **\$25.00**.

You could save by using Home Delivery or an alternative drug. See below for details.

	Local Pharmacy		Home Delivery	
	30-Day Supply	Annual Cost	90-Day Supply	Annual Cost
CRESTOR 10 MG TABLET <i>Brand-name drug</i>	\$25.00	\$300.00	\$50.00	\$200.00

Alternatives for CRESTOR 10 MG TABLET

LOVASTATIN <i>Generic drug</i> This drug is a best buy	\$9.00	\$108.00	\$18.00	\$72.00
PRAVASTATIN SODIUM <i>Generic drug</i> This drug is a best buy	\$9.00	\$108.00	\$18.00	\$72.00
SIMVASTATIN <i>Generic drug</i> This drug is a best buy	\$9.00	\$108.00	\$18.00	\$72.00

[Start Home Delivery Now](#) →

Outcome

Identify which of the county's Health Reform Initiative goals is accomplished by how you solved the scenario:

1. Manage risk upstream – prevention of chronic disease by encouraging employees to eat smart, move more, stress less and quit tobacco.
2. Choose well -- help employees be smarter health care consumers. Educate them about how their choices impact health care costs and outcomes.
3. Empower employees to be partners in managing their own health care – give employees the tools they need to pro-actively manage their own health and ensure they are getting the best treatment possible.
4. Get employees to understand what they pay is not the cost of health care, but only their share.



King County

Health Reform Initiative

Table Top Scenario #5

Group Health – Fred has Diabetes

Background

Chronic conditions impact the county's health care spending and productivity. A study of chronic disease in the Dow Chemical Company workforce using the Stanford Presenteeism Scale calculated that the average cost per employee with self reported chronic conditions amounted to \$2,278 for medical care, \$661 for absenteeism and \$6,721 for work impairment. One of the keys to effective disease management is an active and involved relationship between a patient and doctor where the patient takes an active role in managing his or her health. A personal health record can play a key role here.

The Institute of Medicine's 2001 landmark book, *Crossing the Quality Chasm*, delineated 10 "design rules" for improving care. The success of six of these 10 "rules" depends directly on patients' involvement in their care. Recognizing the importance of having relevant information available to patients for management of their medical conditions, David Brailer, national coordinator for health information technology in the Department of Health and Human Services, has made personal health records a cornerstone in the national strategy for health information technology.

KingCare members can now create a personal health record through Aetna Navigator. Personal health records offer a number of potential benefits to patients, their physicians and the health care system. These include:

- **Empowerment of patients.** PHRs let patients verify the information in their medical record and monitor health data about themselves (very useful in chronic disease management). PHRs also provide scheduling reminders for health maintenance services.
- **Improved patient-provider relationships.** PHRs improve communication between patients and clinicians, allow documentation of interactions with patients and convey timely explanations of test results.
- **Increased patient safety.** PHRs provide drug alerts, help identify missed procedures and services, and get important test results to patients rapidly. PHRs also give patients timely access to updated care plans.

- **Improved quality of care.** PHRs enable continuous, comprehensive care with better coordination between patients, physicians and other providers.
- **More efficient delivery of care.** PHRs help avoid duplicative testing and unnecessary services. They provide more efficient communication between patients and physicians (e.g., avoiding congested office phones).
- **Better safeguards on health information privacy.** By giving patients control of access to their records, PHRs offer more selectivity in sharing of personal health information. The PCASSO (patient-centered access to secure systems online) study at the University of California-San Diego suggests that PHRs are more secure than paper records.
- **Bigger cost savings.** Improved documentation brought about by PHRs can decrease malpractice costs. PHRs' ability to reduce duplicative tests and services is a factor here, too.

Scenario

Fred has diabetes and is very interested in activity managing his condition in partnership with his doctor at Group Health. However, he finds it hard to keep track of all of the information such as his lab results and his doctor's instructions. He is also interested in learning more about his condition and treatment.

Group Health has an online shared medical record that is integrated with the doctor's electronic medical record so patients can see their lab results and graph things like cholesterol, blood pressure, weight and height. This can help Fred track his lab results, see the after visit summary his doctor writes up in his medical record and further research his condition and treatment. While Fred is reviewing his personal health record, he has a question he wants to ask his doctor about having a foot exam. He is able to e-mail his doctor directly. If his doctor recommends that Fred schedule a visit, he can request an appointment through MyGroupHealth.

Challenge

1. How can Fred use Group Health's shared medical record to keep track of vital information like his blood glucose levels and after visit summaries written by his doctor?
2. How can Fred use www.ghc.org to find more information on treatment of diabetes?
3. How can Fred use MyGroupHealth to e-mail a question to his doctor?

Tools

Double click on the Group Health Fred Has Diabetes icon on your desktop.

Outcome

Identify which of the county's Health Reform Initiative goals is accomplished by how you solved the scenario:

1. Manage risk upstream – prevention of chronic disease by encouraging employees to eat smart, move more, stress less and quit tobacco.
2. Choose well -- help employees be smarter health care consumers. Educate them about how their choices impact health care costs and outcomes.

3. Empower employees to be partners in managing their own health care – give employees the tools they need to pro-actively manage their own health and ensure they are getting the best treatment possible.
4. Get employees to understand what they pay is not the cost of health care, but only their share.



King County

Health Reform Initiative

Table Top Scenario #6

Group Health – Ashley needs a vaccination

Background

The Institute of Medicine's 2001 landmark book, *Crossing the Quality Chasm*, delineated 10 "design rules" for improving care. The success of six of these 10 "rules" depends directly on patients' involvement in their care. Recognizing the importance of having relevant information available to patients for management of their medical conditions, David Brailer, national coordinator for health information technology in the Department of Health and Human Services, has made personal health records a cornerstone in the national strategy for health information technology. Personal health records offer a number of potential benefits to patients, their physicians and the health care system. These include:

- **Empowerment of patients.** PHRs let patients verify the information in their medical record and monitor health data about themselves (very useful in chronic disease management). PHRs also provide scheduling reminders for health maintenance services.
- **Improved patient-provider relationships.** PHRs improve communication between patients and clinicians, allow documentation of interactions with patients and convey timely explanations of test results.
- **Increased patient safety.** PHRs provide drug alerts, help identify missed procedures and services, and get important test results to patients rapidly. PHRs also give patients timely access to updated care plans.
- **Improved quality of care.** PHRs enable continuous, comprehensive care with better coordination between patients, physicians and other providers.

- **More efficient delivery of care.** PHRs help avoid duplicative testing and unnecessary services. They provide more efficient communication between patients and physicians (e.g., avoiding congested office phones).
- **Better safeguards on health information privacy.** By giving patients control of access to their records, PHRs offer more selectivity in sharing of personal health information. The PCASSO (patient-centered access to secure systems online) study at the University of California-San Diego suggests that PHRs are more secure than paper records.
- **Bigger cost savings.** Improved documentation brought about by PHRs can decrease malpractice costs. PHRs' ability to reduce duplicative tests and services is a factor here, too. (Of course, there is a cost for setting up a PHR. The price varies widely, based on whether the physician pays for the service or directs patients to subscribe, and whether the system is Web-based or stand-alone.)

Scenario

Ashley works at DNRP and is 30 years old. She will be working in the field surveying streams and there is a possibility she will be around some old boards with rusty nails. She thinks it would be a good idea to make sure her tetanus vaccination is up-to-date.

Group Health has an online shared medical record that is integrated with the doctor's electronic medical record so patients can see their lab results and graph things like cholesterol, blood pressure, weight and height. It also tracks vaccinations.

Challenge

1. How can Ashley use her shared medical record to check on when she had her last tetanus shot?
2. How can Ashley get more information on whether her tetanus shot is still active or if she needs another one?

Tools

Double click on the Group Health Ashley needs a vaccination icon on your desktop.

Go to: www.ghc.org

Outcome

Identify which of the county's Health Reform Initiative goals is accomplished by how you solved the scenario:

1. Manage risk upstream – prevention of chronic disease by encouraging employees to eat smart, move more, stress less and quit tobacco.
2. Choose well -- help employees be smarter health care consumers. Educate them about how their choices impact health care costs and outcomes.
3. Empower employees to be partners in managing their own health care – give employees the tools they need to pro-actively manage their own health and ensure they are getting the best treatment possible.
4. Get employees to understand what they pay is not the cost of health care, but only their share.